



# NCODA Nursing Committee

NCODA, INC



## Background

➤Oncology nurses are an integral part of oncology patient care. Traditionally nurses have been mostly involved with intravenous therapy in the oncology treatment model. However, with the advent of more oral oncolytic options, nurses have now become more involved with the managing of oral oncolytic treatments. In some practice settings, nurses are responsible for the management of their practices Medically Integrated Pharmacy.

➤The NCODA nursing committee was formed to fill an unmet need for oncology nurses and to provide an additional avenue for the sharing of best practice and expertise of nurses in varying practice settings.

## Objectives

- Promote the importance of the nurse within the Medically Integrated Team.
- Provide additional education geared towards nurses.
- Contribute to the improvement of managing patients receiving oral oncolytics through expertise, best practices, and the development of nursing specific resources.
- Provide a community and support for oncology nurses.

## Example of Resources

### Oral Oncolytic Welcome Letter

Welcome to [your practice name here]. Your doctor has prescribed medication for you to take by mouth to treat your cancer. We are here to assist you in obtaining the new medication and supporting you through your treatment. Please allow this letter to help you understand the ordering process. We will contact you within the next 24-72 hours if we missed you today.

If you have any concerns regarding this process, your personal point of contact is \_\_\_\_\_. He/she is available Monday thru Friday 8:30 am- 4:30 pm excluding holidays and may be reached at \_\_\_\_\_.

An "oral oncolytic" is cancer therapy taken by mouth; it is as strong as any other form and works as well. It may be easier for you because it can be taken at home and you will not have to go to the cancer center for every treatment. Although you may not be seeing your doctor or nurses as often, be sure to call with any questions or concerns. *The success of taking your treatment depends a lot on you.*

For your safety, it is very important that you meet with your nurse to review your new medication *before* you start taking it. It is important to take the right drug, at the right time, exactly as directed and to ask questions. If you have not already done so, an appointment for your education session will be scheduled soon.

### You and your doctor have decided on a treatment plan. Now what happens?

- **Medication order:** Your doctor will send the prescription to [our department/ in-office dispensary/ specialty pharmacy].
- **Benefit Investigation:** The (pharmacy) will review your insurance. The (pharmacy) may have questions for you about your insurance so it is very important to answer all phone calls and to return messages promptly.
- **Prior Authorization:** We will work with the pharmacy and your insurance company to obtain a prior authorization for the medication. This may take 24-48 hours or more to complete.
- **Appeal:** If your insurance does not authorize the medication, we may appeal and request your insurance to go back and review the decision.
- **Specialty Pharmacy:** Your insurance will determine which pharmacy may fill your medication. If we cannot dispense your medication, we will send the prescription to the requested pharmacy.
- **Co-pay:** The pharmacy will now be able to determine your "out of pocket" amount to pay for the medication.
- **Financial Assistance:** If your copay is unaffordable, please discuss with the pharmacy and us. There may be help available to help you cover the cost.

### Helpful tips and reminders during this process:

- Keep the clinic and pharmacy phone numbers in an easy to find place.
- Answer **all** phone calls and return all calls promptly. Many pharmacies use an "automated dialer" which after you answer, you are prompted to press a number, and then a live person will pick up.
- Keep a notebook or journal. Write down the names of whom you speak to on the phone. It is OK to ask before you end the call!
- Gather your insurance information and medical bills and keep in one place.
- Gather your income information and tax returns so you will have it when needed when applying for assistance.

Please do not hesitate to call if you have any questions or concerns.

This form was developed by the NCODA Nursing Committee. The information in this form is strictly for use as a guide for patient education and not a substitution for the advice of a medical professional. Any individual using this form should seek the counsel of their facility and medical team prior to implementation.

## Mission

➤The Nursing Committee mission is to inspire nurses caring for individuals with cancer, to share ideas, collaborate interprofessionally, and promote quality standards and best practices.



## Scan to Join

## Initiatives

- Customizable Oral Oncolytic Welcome Letter
- Oral Oncolytic New Start Checklist
- Plan of Care Treatment Guide
- First Fill Tracking Form
- After First Fill Tracking Form
- Oral Therapy Patient Follow-up Template
- Nursing Articles in *Oncolytics Today*
- Monthly Nursing Committee Meetings
  - Second Friday of each month at 3pm EST
  - Nursing CEU provided quarterly



## Committee Chairs

- Elizabeth Bettencourt, MSN, RN, OCN – *Palo Alto Medical Foundation/Sutter Health, CA*
- Mary Anderson, BSN, RN, OCN– *Norton Cancer Institute, KY*
- April Hallatt, BSN, RN, OCN– *Indiana University Health Ball Memorial Hospital Cancer center, IN*